



Franklin County
Department of Job & Family Services
1721 Northland Park Ave.
Columbus, Ohio 43229

JOB ANNOUNCEMENT

POSITION TITLE: Administrative Officer (Non-Bargaining) **PCN:** 108110

DEPARTMENT: Northland Opportunity Center **P. R.:** N17

REPORTS TO: Deputy Director, Customer Service

RESPONSIBILITIES: Provide direct oversight to the Agency's Call Center, Centralized Mailroom, and external ombudsmen operations. Work with department supervisors to ensure concerns and complaints are resolved in a timely, and professional manner. Ensure compliance with Federal and State laws, regulations, rules, policies, and procedures. Perform supervisory tasks, to include: assign and review work, monitor and approve timesheets, and prepare performance evaluations. Evaluate statistical data from daily, monthly, quarterly, or annual reports relative to individual and unit performance. Draft policies and procedures to support Agency goals and daily work expectations. Communicate with supervisors and staff regarding policies, procedures, expectations, and direction. Address personnel issues and assist supervisors with corrective action plans and progressive discipline. Review and evaluate workforce requirements needed to meet service level and response time objectives. Manage the Call Center's scheduling process. Prepare daily, weekly, and monthly reports, including ad hoc reports, for distribution to executive team. Investigate and respond to customer concerns/complaints.

MINIMUM QUALIFICATIONS: Bachelor's degree in business or related field with three (3) years of office administration or related experience; or any equivalent combination of training.

STARTING SALARY: \$26.14 per hour/180 day probationary period.
Plus a Comprehensive Benefits Package

DATE POSTED: Friday, April 3, 2015

DEADLINE TO APPLY: Thursday, April 16, 2015

If interested, please go to www.franklincountyohio.gov/Commissioners/hr and apply on-line.

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